



Federation of Associations in Indian Tourism & Hospitality

Conference Secretariat : B-82, 8th Floor, Himalaya House, 23 Kasturba Gandhi Marg, New Delhi-110001, India
Phone: +91 (11) 40780703 | Mobile: +91 8130877112 | Email: secretariat@faithtourismindia.in

REQUEST FOR PROPOSAL

Federation of Associations in Indian Tourism & Hospitality New Delhi, India, March 2019

This is a Request for Proposal (hereafter called the RFP) for Professional Conference / Exhibition Organising services (hereafter called the PCEO services)

FAITH, Federation of Associations in Indian Tourism & Hospitality, the national federation (hereafter called FAITH), is the national federation (hereafter called FAITH) of the 10 national tourism, travel and hospitality organisations (hereafter called member associations or members) of India. These associations in alphabetical order are ADTOI, ATOAI, FHRAI, HAI, IATO, ICPB, IHHA, ITTA, TAAI & TAFI.

FAITH, on behalf of the whole tourism industry engages in key policy and strategy ideation with central and state governments of India for growth of the Indian tourism industry. FAITH has worked with the governments on tourism components of various national strategic policies. These have included e-visa, GST strategy , Monuments PPP policy, NITI Aayog vision document, Foreign Trade Policy 2015-20 (SEIS), of economic surveys, 2014, 2015, 2016, 2017& 2018, Udaan policy, union budget discussions with Finance Minister for budgets for 2015, 2016, 2017& 2018, cruise tourism policy, I respect women badges, tourism negotiations for trade blocs of SAARC, RCEP , Indo - US , Indo- Morocco , state tourism policies for Rajasthan, Maharashtra, Karnataka, Delhi , J&K & Punjab , brainstorming sessions with aviation, railways, commerce, finance, BIs , road and highways, waterways among other national initiatives.

On behalf of the tourism industry, FAITH has planned and executed two global Buyer Seller marts (hereafter called the B2B mart). The first one was the GET India 2015 in partnership with the Ministry of Commerce, (hereafter called MOC) Government of India (hereafter called GOI) and the second was the ITM 2018 in partnership with the Ministry of Tourism, GOI (hereafter called MOT).

FAITH is now seeking to commence its process of planning its third edition of the global B2B in tourism. This mart will be in partnership with MOT, GOI & is proposed to be held in **3rd week of September, 2019**. However, to enable FAITH to continue to focus on its core competence of policy planning in tourism and to ensue 100% procedural alignment, FAITH will outsource the operational planning and execution of the proposed B 2 B mart to a highly professional PCEO.

For the same, FAITH is floating this RFP. PCEOs which have expertise in planning and executing best in class B2B marts are invited to bid for the tender. The PCEO will be fully responsible for planning and executing the mart, under the oversight of FAITH Steering Committee (hereafter called SC).





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Mart details: The mart will target around 500 buyers from 50 + countries, 300 + domestic sellers across three days. The buyers will be hosted for 3-4 nights post which they will proceed on fam trips for 3-5 nights.

Pre- Qualification Criteria of the PCEO:

The PCEO needs to be an Indian entity, with a registered income tax id and a GST id in India. It needs to be in existence for over 5 years. It needs to have planned and executed B2B marts across different industries. All sub- tenders for any of the main activities will be executed by and through the main tender of the PCEO. The bidder needs to be a member of either ICPB or / and ICCA or / and IEIA.

Bidding Criteria: The evaluation criteria will on the basis of the critical parameters - technical bid will have 100 marks and financial bid will have 100 marks. The weightage for technical bid will be **70%** and for financial bid will be **30%**. The 100 marks for technical bid will be further sub divided on the following competencies:

- Number of B2B marts undertaken in the past 5 financial years: **20 technical marks.**
- Number of different industries undertaken marts for: **20 technical marks**
- A write up on the approach and work plan to handle this mart, the deployment pattern: **20 technical marks**
- Total number of buyer seller delegates handled in the past 5 financial years: **10 technical marks**
- Current organisation structure and the number of people across each level: **10 technical marks**
- Marquee clients for whom B2B marts handled - **10 technical marks**
- - Number of B2B marts undertaken in the past 5 financial years across different countries: **10 technical marks.**

Competencies & Deliverables: The bidder needs to have internally the following competencies and as required more to thereby deliver the following services to the mart:

Website Development: Developing / development management and maintaining the Mart website which is device agnostic website with all features as per ITM 2018 website and more as required: www.indiatourismmart.com etc.

Collateral Designing: Designing and managing the production and costing of all physical and digital collaterals like brochures, flyers, posters, emailers on a world class basis etc.

2019 Mart Back office: setting up a fully functional mart back office which is managing all back-office functions in behalf of FAITH for the specific function of the said 2019 mart.





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Online Registration Management: Registration & commerce module for accepting hosted buyers' application with their participation fee. Ability to send auto confirmation email / sms, add pre / post FAM tours, generate visa invitation letter and send receipts etc.

Mobile App: Designing or design managing a mart Mobile app with all event related features, regular updates and real time notifications during event on both IOS and android platform etc.

Buyers Management: Buyers identification, selection, communication, approval logistics, on site and in fam trips and post trip ticketing, logistics, communication and updates etc.

Exhibitor management: Exhibitors identification, communication, space selling, funds collection and management contract designing and closure and logistics etc.

Exhibition Space Management: Floor place Designing, space selling, managing of exhibition booths, creating sponsorship brochure, invoicing and collection of funds etc.

Income Tax and GST: Creating books of accounts for direct and indirect tax including the tax slabs and incentives and preparing all data points and supporting FAITH CA in filing for the mart etc.

Buyer – Exhibitor Appointment Management: Software Designing and Designing managing signature, auto Scheduling of appointments between exhibitors and buyers on basis of preference selected by them, providing attendance sheets, managing timings and linking with app for real time communication, digital signoff posting meetings, linking digital signoffs to both the buyers and the sellers accounts etc.

MIS: Real time MIS of all revenue, cost and operational areas with early warning alerts etc.

Speaker & Knowledge Hub Management: Creating program in consultation with committee, speakers identification, inviting speakers, sending topics, keeping a record of all proceedings al, maintaining the back end and the front-end knowledge hub for the mart as per the decided format and coordinating travel and stay and logistics etc.

Vendors Management: Creating RFP of various segments of all event related vendors like Audio Visuals, Signages, Stalls, collaterals, printing, social media, security, PR, transportation, hotels, travel and setting up Bid management, selection support and data points to enable decision support to FAITH SC, contract management, disciplinary management, payment coordination and GST set offs etc.

Onsite Venue Management: Team of event manager to supervise all aspects of onsite venue management, registration, catering, vendors supervision, setup, movement of crowd, exhibition etc.





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Inauguration, Cultural and Social Programs: Coordinating all social functions, providing options to committee to select and onsite coordination, vendor coordination and licenses and permissions.

Liaison and protocol management: Coordinating with all central ministries and states for local liaison, protocol officers, permissions and approvals, communication, logistics, signoffs and special requests etc.

FAM Tours: Operationalisation of the FAM tours.

Hotel Accommodation and Transportation: Coordinating with all hotels, preparing rooming lists, airport transfers and shuttle, logistics, help desk

Security & Medical aid: Ensuring fool proof physical security and medical aid at all locations for all buyers and sellers and speakers.

Financial management: Keeping records of registrations, sponsorships and outgoing payments of vendors, assisting CA in all three books and closing of accounts both physically and electronically.

Sponsorship support: Preparing all communication collaterals, identifying revenue opportunity, generating target list and undertaking focused communication to target sponsors with full and final fund collection.

Date protection: ensuring full compliance with all privacy laws and GDPR guidelines or country specific data guidelines.

Insurance: Identify, search vendor and undertake or provide back end support for all kinds of insurance possibilities which may be required for this event.

Submission Process: The Technical bid will be called as Schedule A1 and Schedule A2, both printed on the letterhead of the company and will be sealed in one envelope - labelled - TECHNICAL BID. The Financial BID printed on the letterhead of the company will be sealed in another envelope called Schedule B. Both the separate envelopes - Schedule A and Schedule B need to be put in one master envelope. The SC will evaluate all technical bids first and rank them. The financial bids of only the top 5 bidders in technical round will be opened.

Submission date & address: The bids need to be submitted physically to Mrs. **Madhu Dubey, Executive Director, India Convention Promotion Bureau, Hotel Ashok, New Delhi** by 19th March 2019, before 5 pm.





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Bid Cancellation: The SC reserves the right to cancel the bid process at any time without assigning any reasons.

Bidder Disqualification: Any bid which is not backed by all supporting documents to back up claims made in Schedule A OR any bid which is not submitted as per the confidentiality rules laid down or any bid which has made false claims or which is unable to deliver during the identified milestones will be automatically disqualified or which violates any arm's transparency or arm's length principle of FAITH.

Force Majeure: Events which are acts of god impacting the event perilously will lead to automatic cancellation of the contract.

Mutual cancellation: The contract can be explored during the signing stage for cancellation terms on a mutual basis based upon bilateral discussions without impacting the mart.

Payment terms: The contract can be explored during the signing stage for payments terms on a mutual basis based upon bilateral discussions without impacting the working capital of the mart.

NDA: All data, knowledge, relationships and other intangible properties generated in and as a result of this mart will be the property of FAITH. An NDA will be executed for the same with the PCEO.

Jurisdiction: The decision of the SC will remain final. Any dispute will be settled amicably and if not then through the legal jurisdiction of New Delhi only. Clarification: For any clarifications, please send a mail with the specific query to: secretariat@faithtourismindia.in

Schedule A1: Technical Summary

We hereby state on record and confirm the following:

- Number of B2B marts between FY 2013 -14 to FY 2018-2019 (hereafter called the period) financial years.
- For FY 2013 -14 to FY 2018-2019 number of B2 B marts as mentioned above can be broken down by following industries...
- For FY 2013 -14 to FY 2018-2019 total number of delegates
- For FY 2013 -14 to FY 2018-2019, B2B marts conducted in the following countries:
 - India
 - Rest of Asia
 - Americas
 - Europe





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- Rest of the World
- For FY 2013 -14 to FY 2018-2019, the names of some of the marquee B2B events:
- The internal organisation structure and number of people across each level in the company are the following....
- A summary of the work plan based on each of the identified competencies and against a timeline which will be undertaken in planning the above event and the kind of manpower that will be deployed in undertaking the event (1000 words)
- For FY 2013 -14 to FY 2018-2019 the turnover for each of the years have been the following
- The corporate PAN number is....
- The GST number is...
- The shareholding structure is ...
- We certify that all the information is true. Any misrepresentation will lead to immediate disqualification.

Company name
Name ...
Signature
Date...

Schedule A2: All supporting documents to completely support all technical summary in Schedule A1 (CA certified P&L, certified total number of b2b marts conducted in the period, CA certified marquee B2B events and the number of their buyer - sellers, Form 16, shareholding structure / 5 years Income Tax returns / GST returns /)

Schedule B: Financial Bid (To be placed in a separate envelope and signed, stamped and sealed)

- The all-Inclusive management fee as the PCEO for managing the Mart is ₹ ... + GST.
- The detailed costing worked out to arrive at the above pricing ...

Company name
Name ...
Signature
Date...

